



PATENT/DOCKET NO. _____
CUSTOMER NO. 23644

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of:

Serial No.: 10/650,227

Filed: 8/24/03

Title: Improved Load Balancing in a
Network of Contact Centres

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Attorney Docket No. _____

Group Art Unit: 2642

Examiner: n/a

Commissioner for Patents
Washington, D.C. 20231

POWER OF ATTORNEY FOR
PATENT APPLICATION

Nortel Networks Limited, a Canadian corporation having principal offices at:

Nortel Networks Limited
2351 Boulevard Alfred-Nobel
St. Laurent, Quebec H4S 2A9, Canada

the owner by assignment of the entire right, title and interest to the invention for Improved Load Balancing in a Network of Contact Centres, by Liam Mannion, Seamus Hayes, Donald McNelis and Paul Kelly, and in and to the application for patent and any Letters Patent, whether domestic or foreign, that may issue thereon, by virtue of the assignment (check as applicable):

- ☒ Recorded Concurrently Herewith
☐ Recorded on _____
☐ Recorded at Reel _____ Frame _____
☐ Copy Attached

hereby appoints the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith:

Thomas E. Smith (Reg. No. 18,243, Dennis M. McWilliams (Reg. No. 25,195), James R. Sweeney (Reg. No. 18,721), William M. Lee, Jr. (Reg. No. 26,935), Glenn W. Ohlson, (Reg. No. 28,455), David C. Brezina (Reg. No. 34,128), Jeffrey R. Gray (Reg. No. 33,391), Timothy J. Engling (Reg. No. 39,970), Gerald S. Geren (Reg. No. 24,528), Peter J. Shakula (Reg. No. 40,808), Robert F.I. Conte (Reg. No. 20,354), Howard B. Rockman (Reg. No. 22,190), Mark J. Nahnsen (Reg. No. 51,093), Mark A. Hagedorn (Reg. No. 44,731);

its attorneys with full power of substitution and revocation, to prosecute all domestic and foreign patent applications, including PCT and EPO filings, relating to said invention and to transact all business connected therewith, including signing of all papers on its behalf and making alterations and amendments.

The undersigned is the representative for the Assignee of the entire right, title, and interest in the patent application identified above, and is authorized to act on behalf of the Assignee.

NORTEL NETWORKS LIMITED

27 August 2003.
Date

R. Free.
Name: Dr Rachel Free
Senior Patent Attorney
Title



PTO/SB/01 (08-03)

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**DECLARATION FOR UTILITY OR
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PATENT APPLICATION
(37 CFR 1.63)**Declaration
Submitted
With Initial
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OR

Declaration
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First Named Inventor

MANNION, Liam

COMPLETE IF KNOWN

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(Title of the Invention)

the specification of which



is attached hereto

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I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment specifically referred to above.

I acknowledge the duty to disclose information which is material to patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application.

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			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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DECLARATION — Utility or Design Patent Application

Direct all correspondence to: <input checked="" type="checkbox"/> Customer Number: 23644 OR <input type="checkbox"/> Correspondence address below			
Name Barnes & Thornburg			
Address PO Box 2786			
City Chicago	State Illinois	ZIP 60690-2786	
Country USA	Telephone	Fax	
I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.			
NAME OF SOLE OR FIRST INVENTOR:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle [if any]) LIAM		Family Name or Surname MANNION	
Inventor's Signature			Date
Residence: City GALWAY	State	Country IRELAND	Citizenship IRELAND
Mailing Address 39 DUN AENGUS THE DOCKS			
City GALWAY	State	ZIP	Country IRELAND
NAME OF SECOND INVENTOR:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
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City GALWAY	State	ZIP	Country IRELAND
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PTO/SB/02A (10-00)

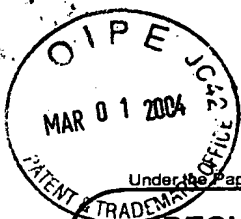
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DECLARATION**ADDITIONAL INVENTOR(S)****Supplemental Sheet**Page 1 of 1

Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
GIVEN Name		MCNELIS Family Name or Surname	
INVENTOR'S Signature		DATE	
FALKIRK Residence: City	State	United Kingdom Country	United Kingdom Citizenship
3 STYLES PLACE Mailing Address			
Mailing Address			
FALKIRK City	State	FK1 5BD ZIP	United Kingdom Country
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
GIVEN Name		KELLY Family Name or Surname	
INVENTOR'S Signature		DATE	
CO. GALWAY Residence: City	State	IRELAND Country	IRELAND Citizenship
POLLNABANNY BRIDGE Mailing Address			
TEMPLEMARTIN Mailing Address			
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Mailing Address			
Mailing Address			
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Inventor's Signature <i>Liam Mannion</i>			Date 27/8/03
Residence: City GALWAY	State	Country IRELAND	Citizenship IRELAND
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Inventor's Signature <i>Seamus Hayes</i>			Date 27/8/03
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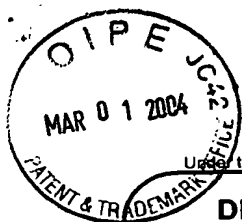
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Given Name DONALD		Family Name or Surname MCNELIS	
Inventor's Signature <i>D. McNelis</i>		Date 11 Sep 2003	
Residence: City FALKIRK	State	Country United Kingdom	Citizenship United Kingdom
Mailing Address 3 STYLES PLACE			
Mailing Address			
City FALKIRK	State	ZIP FK1 5BD	Country United Kingdom
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name PAUL		Family Name or Surname KELLY	
Inventor's Signature		Date	
Residence: City CO. GALWAY	State	Country IRELAND	Citizenship IRELAND
Mailing Address POLLNABANNY BRIDGE			
Mailing Address TEMPLEMARTIN			
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